JOB DESCRIPTION
Network Manager

Job Title: Network Manager

Responsible to: IT Director

Summary of Job

As Network Manager, you will not only lead the IT Support team but also serve as a trusted resource, supporting and training staff and students. In this role, you will have the chance to shape and maintain reliable and secure IT Services that directly impact the day-to-day activities of staff and students. You will provide technical support (2nd and 3rd line), troubleshooting assistance, and guidance to ensure smooth network operations. As IT Network Manager, you will be a key influencer in planning and implementing projects, working closely with the IT Director to align solutions with college objectives.

Responsibilities

- Proactively investigate and evaluate new products or technologies that may be of use to the College, making recommendations to the IT Director.

- Ensure that the College's IT Services function efficiently on a day-to-day basis in terms of availability, reliability, and speed.

- Provide a high level of support to all users of the College IT systems, including staff and students.

- Provide expert assistance and training to other members of the IT department and act as an escalation point for IT issues.

- Maintain the security of the College IT systems in line with the College's IT Security Policy

- Provide training, and training resources for users to help them become more self-sufficient.

- Create and maintain documentation for College IT systems.

- Manage the helpdesk and ensure jobs are prioritised and completed in a timely fashion.

- Ensure the IT requirements for examinations are met, and that the exams run smoothly.

- Manage the deployment of software packages to College devices.

- Ensure all software and firmware is regularly updated in line with the College's IT Security Policy.

- Plan and carry out the replacement of end user devices such as workstation, laptops, telephones, TVs and projectors.

- Liaise with third-party companies for repair, servicing and supply of IT equipment as per warranty and support arrangements.

- Manage the network infrastructure.

- Line manage the IT Technician(s) and Assistant Network Manager.

- Keep abreast of new developments in IT and ILT.

- To demonstrate an awareness and commitment to equality and diversity, health and safety and safeguarding.
- To carry out other reasonable requests as required by the Principal.